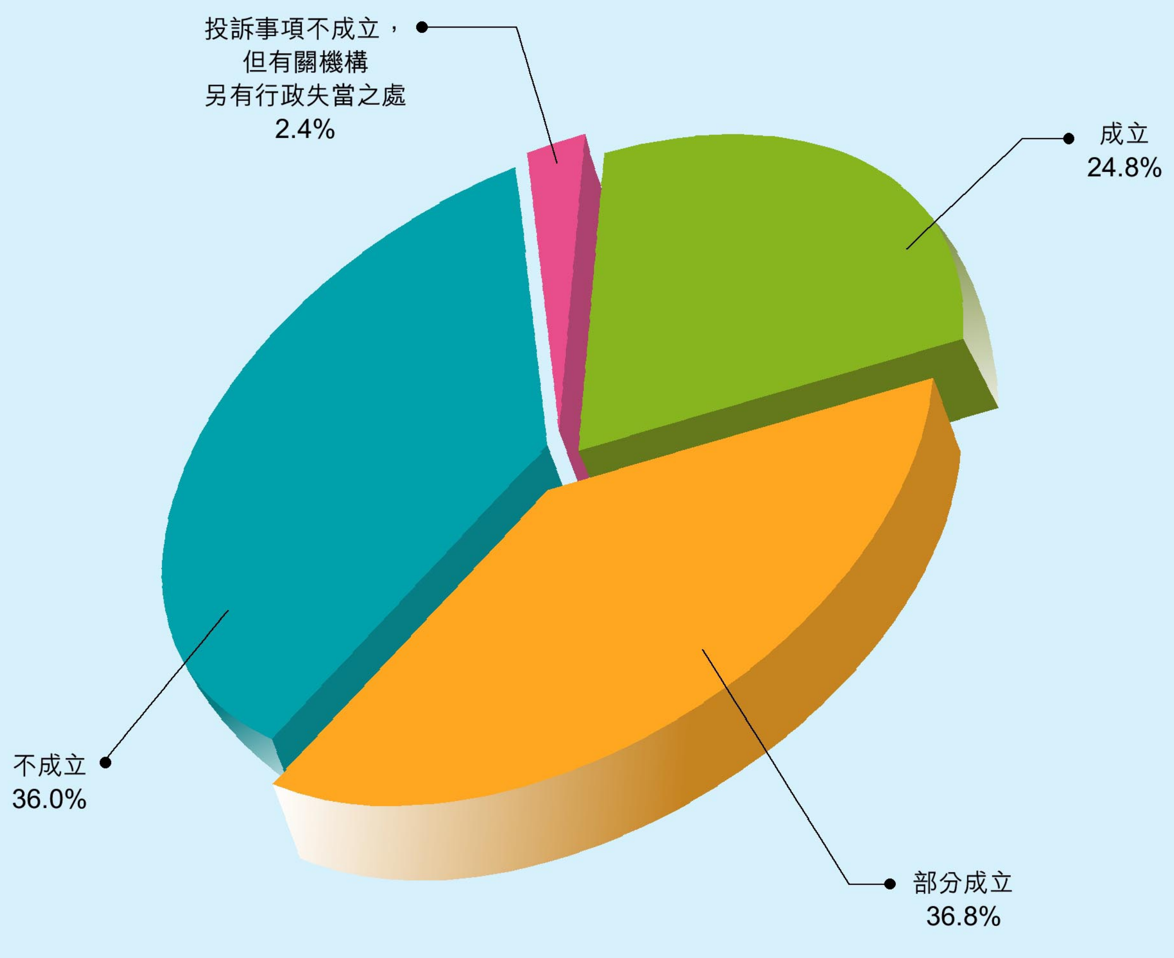表 8　經全面調查後終結的投訴個案結果：125 宗